



Article

The Role of HR Information Systems, Competence and Work Discipline in Improving Employee Performance in (Study of Regional Revenue Management UPT Jember District)

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Abstract: The purpose of this research is to analyze and determine the role of HR Information Systems, Competency and Work Discipline in Increasing Employee Performance in (UPT Study of Jember Regency Regional Revenue Management). This research uses a qualitative research approach with a descriptive type. Data collection techniques use observation, interviews and documentation. Data analysis uses an interactive model of Milles, Huberman and Saldana theory with steps of data collection, data reduction, data presentation and conclusion drawing, data validity using source triangulation and technique triangulation. The results of this research are: 1) HR information systems play an important role in employee performance, namely attendance using FC ID finger print because recording digital attendance is one of the first steps to improve the performance of employees at the Jember Regional Revenue Management UPT. 2) Employee competency plays an important role in improving performance at the Jember Regional Revenue Management UPT. a) Interpersonal competence (active joint operations and socialization of superior service schedules). b) Leadership competency (Jember coordinator performance evaluation meeting). c) Personality competency (optimization of external services to collect motor vehicle tax arrears). d) Public service competency (mobile samsat). 3) Work discipline plays a very important role in improving employee performance in terms of timeliness, compliance with rules and procedures and ensuring tasks are completed on time. a) Timeliness (digital attendance). b) Compliance with regulations (definite time for coming to the office and completing tasks), c) Ensuring that each task is completed on time (actively coordinating data collection section and matching data related to P-AP TA.2024

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1. Introduction

Improving employee performance is an important aspect in achieving organizational goals, especially in the public service environment such as the Jember Regency regional revenue management UPT. However, in a context that continues to develop and compete, the role of HR information systems, competence and work discipline are fundamental factors in improving employee performance. HR information systems provide a strong foundation in HR management, enabling effective management of employee performance, training, performance evaluation and career development [1].

Performance is a work result achieved by a person in carrying out the tasks assigned to him which is carried out with skill, experience, seriousness and time. The level of achievement or work results of the targets that must be achieved by an

employee/employee in carrying out tasks according to his or her responsibilities within a certain period of time by assessing the ratio of actual work results to the quality and quantity standards produced by each employee/employee [2].

The role of personnel management includes managing critical aspects of personnel, such as recruitment, development, performance evaluation and conflict management. A Human Resources Information System (SISDM) is a system or program used to maintain, manage and process employee data and can assist companies in implementing policies or procedures related to HR in a company. The importance of information systems is that along with technological developments, the implementation of information systems in personnel management has become an urgent need. Information systems can provide accurate, fast and integrated data and information, enabling the personnel management process to be more efficient. Human resources have a huge impact in the context of an organization's information system. The key role of HR is not only limited to the use of technology and infrastructure, but also involves managing, developing and optimizing human potential to support the effectiveness of information systems [3].

The Information System is very influential in the Jember Regency regional revenue management UPT in improving employee performance. With this system, regional revenue management can be more efficient and transparent, assisting in the payroll process, reporting and overall management of employee data.

Competence is one of the important components that individuals must have so that the implementation of work tasks can run well. [4] defines competency as an ability based on skills and knowledge which is supported by work attitudes and their application in carrying out tasks and work in the workplace which refers to the specified work requirements. According to (Sukardi, 2018) competence is better defined as a person's underlying characteristics which are related to the individual's work effectiveness in his or her job.

Work discipline is a concept in the workplace or management to require employees to behave regularly. Discipline is a condition that causes or encourages employees to act and carry out all activities in accordance with established rules. Good discipline is reflected in a person's great sense of responsibility for the tasks given to him. Meanwhile, according to experts [5]. Etymologically, discipline comes from the English word disciple, which means follower or believer, teaching, training, and so on. And one way to increase employee work productivity is to have employees who have good work discipline attitudes [6].

Good work discipline has a significant impact in influencing employee motivation and productivity at the Jember Regency regional revenue management UPT. A high level of discipline creates a structured and orderly work environment, creating a solid foundation for improving employee performance [7]. about work discipline discusses the basic concepts and factors that influence employee work discipline behavior. This understanding helps detail how good work discipline management can influence employee motivation and productivity at the Jember Regency regional revenue management UPT. By combining this research, the aim is to investigate the relationship between the role of the HR Information System, competency development, and work discipline governance towards improving the quality of employees at the regional revenue management UPT of Jember Regency. Through this approach, it is hoped that it can contribute to better knowledge and understanding of effective human resource management strategies in the context of technical services.

In the dynamics of development in contemporary society, the role of HR Information Systems, competence and work discipline in organizations is not only an internal management issue, but also has a significant social impact. The Development Center (UPT Regional Revenue Management of Jember Regency) as a technical management unit entity has a strategic role in shaping society through the quality and competence of employees.

Therefore, this research will explore social aspects related to the role of the HR Information System, competency development, and work discipline governance in the regional revenue management UPT of Jember Regency.

HR Information Systems are not only administrative tools in organizational management, but also have a social impact. By utilizing information technology, the HR Information System at the Jember Regency regional revenue management UPT can create transparency and account stability which can increase public trust in the technical service system (Mulyani, 2021). Organizations emphasize that organizations are not isolated entities, but are an integral part of a larger society. Developing employee competency not only produces organizational excellence, but also influences the social development of society. In a sociological perspective, by considering these social aspects, this research aims to analyze the extent to which the role of the HR Information System, competency development, and work discipline governance in the regional revenue management UPT of Jember Regency can shape social dynamics at the local level [8].

Human Resources (HR) development is a critical aspect in dealing with organizational dynamics, especially in the Development Center environment (UPT for regional revenue management in Jember Regency). Empirical research regarding the role of HR Information Systems, competency development, and work discipline governance is very relevant to provide a strong data base in optimizing employee performance [3].

The researcher chose the Jember Regency regional revenue management UPT as the research location because the Jember Regency regional revenue management UPT has a reputation as a progressive and innovative revenue institution, especially in information systems via social media. This decision is based on the awareness that the Jember Regency revenue management UPT is actively utilizing technology and employees are increasing technology-based innovation.

Based on these considerations, it can be concluded that it is appropriate to carry out research with the title "The Role of HR Information Systems, Competency and Work Discipline in Increasing Employee Performance in (study of UPT regional revenue management in Jember Regency) this is because UPT revenue management The Jember Regency area is considered a very progressive and innovative service, especially in service. The title of this research reflects the focus on the application of HR information systems to develop employee performance improvements. Therefore, it is hoped that this research can provide valuable insight regarding the positive impact of technology in developing the quality of employee performance.

The existence of efforts to develop competency and work discipline to improve employee performance has had a significant positive impact in improving employee performance at the regional revenue management UPT of Jember Regency. These steps not only create a more professional work environment. Apart from that, work discipline such as digital attendance using face ID and fingerprints is also part of the strategy to increase employee competency, ensure punctual attendance, and increase the efficiency of UPT administration for regional revenue management in Jember Regency as a whole.

2. Materials and Methods

Improved Employee Performance

Improving employee performance is a careful method or plan to strive to improve the abilities, appearance and work results of the company's human resources in order to achieve maximum goals and in accordance with those set by the company. Improving employee performance is a systematic effort to increase the productivity, efficiency and work results of an employee in an organization. This involves efforts such as skill development, providing structured feedback, setting specific goals, providing incentives, promoting teamwork, evaluating and improving work processes, and motivating

employees. Increasing employee performance aims to increase an individual's contribution to the overall success of employees [9].

Human Resources Information System

Human Resources Information System (SISDM) is a framework designed to collect, store, manage and access information related to human resource management (HR) in a company. In simpler terms, SISDM is a computer system that helps in managing information about employees, including personal data, employment history, training, performance evaluation, compensation, and other aspects of HR management [10].

Competence

Competence is something that everyone has. The term competency usually refers to a skill, fundamental attitude, knowledge, and values possessed by an individual. Apart from that, competence can also be improved with practice. The goal is so that your career can develop faster. Not only that, increasing competence is also important to support the success of a company [4].

Work Discipline

Discipline is attitudes, behavior and actions that comply with company regulations, both written and unwritten. The regulations in question include absenteeism, late entry and early departure of employees. So this is an employee's disciplinary attitude that needs to be addressed properly by management. Understanding Work Discipline [2].

Research Methods

This research is research carried out by directly observing the object being studied, in order to obtain relevant data, or it can also be called field research. This research uses a qualitative approach which aims to understand the phenomena experienced by research subjects. This research uses descriptive research. The location of the research was carried out at the Jember Regency Regional Revenue Management UPT Jl. Lotus No. 10-11, Kaliwates, Kaliwates District, Jember Regency, East Java 68131. Data collection techniques in this research are direct observation, interviews and documentation. The data analysis techniques used in this research are data condensation, presenting data (data display), and drawing conclusions or verification (conclusion drawing and verification). The validity of the data used in this research is triangulation [11].

3. Results and Discussion

Employee competency plays a role in improving performance at the Jember Regency Regional Revenue Management UPT

Employee competency plays a significant role in improving performance at the Jember Regency Regional Revenue Management UPT. These competencies include the technical skills needed to carry out daily tasks, interpersonal skills to communicate and work well in teams, as well as leadership competencies that enable employees to motivate and guide their coworkers. In addition, high integrity and work ethics, as well as flexibility and ability to adapt to change, greatly influence work effectiveness. A strong orientation towards public services and a good understanding of regulations are also important to provide the best service to the community. All aspects of these competencies together ensure that employees can work effectively, efficiently and professionally, thereby contributing significantly to achieving organizational goals.

Work Discipline Plays a Role in Improving Employee Performance at the Jember Regency Regional Revenue Management UPT

Work discipline plays a very important role in improving employee performance at the Jember Regency Regional Revenue Management UPT. Work discipline includes punctuality, compliance with rules and procedures, and consistency in carrying out duties and responsibilities. When employees demonstrate good discipline, they can work more efficiently and effectively, reduce errors, and ensure each task is completed on time. This

helps create a more orderly and organized work environment, which in turn increases productivity and quality of service to the community.

Discussion Of Findings

Does the HR information system play a role in improving employee performance at the Jember Regency Regional Revenue Management UPT

The HR information system plays an important role in improving employee performance at the Regional Revenue Management UPT (PPD) Jember Regency. One concrete example of this implementation is the use of digital attendance with fingerprint ID technology. The use of fingerprint ID to record digital attendance at the Jember Regency Regional Revenue Management UPT is a significant first step in improving employee performance. With this system, employee attendance is recorded automatically and in real-time, reducing the potential for human error and data manipulation. This not only increases the accuracy of recording attendance but also makes it easier for management to monitor and evaluate employee discipline. In addition, digital attendance recording via fingerprint ID helps management identify employee attendance patterns, such as tardiness and repeated absences. This information can be used to provide constructive feedback and take necessary corrective action. Thus, employees are encouraged to be more disciplined and responsible for their work schedule.

Implementation of an HR information system also increases transparency and accountability in human resource management. Employees can access their own performance data and understand how assessments are conducted. This system allows for structured and consistent feedback, helping employees understand areas that need improvement and how they can improve their performance. Overall, the use of the HR information system at the Jember Regency Regional Revenue Management UPT not only optimizes administrative processes but also encourages a more disciplined, transparent and performance-based work culture. With this technology, Jember Regency Regional Revenue Management UPT can ensure that employees work effectively and efficiently, supporting the achievement of organizational goals better.

Discussion of Employee Competency Findings at the Jember Regency Regional Revenue Management UPT

Based on findings in the field, the following are several types of competencies that play a significant role in achieving optimal performance:

1. Interpersonal Competence

Interpersonal competence involves the skills to communicate clearly and effectively and the ability to work together in a team. These activities require good coordination between employees and also with the community, ensuring that important information is conveyed and common goals can be achieved. This not only increases efficiency but also builds trust and solid cooperation between employees and the community.

2. Leadership Competency

Leadership competency is very important in creating a conducive work environment and supporting employee productivity. At the Jember Regency Regional Revenue Management UPT, this is implemented through performance evaluation meetings of Jember coordinators. Leaders can motivate and guide employees, as well as manage conflicts that may arise effectively. Good leadership also helps in setting clear goals and ensuring employees work towards those goals.

3. Personality Competence

Personality competencies include integrity, high work ethics, as well as flexibility and ability to adapt to change. At the Jember Regency Regional Revenue Management UPT, this is implemented in activities such as optimizing external services to collect motor vehicle tax arrears. Employees who have good personality competence can adapt to various situations and challenges in the field, and carry out their duties with

full responsibility. The ability to adapt quickly to changes in regulations or field conditions is very important in maintaining optimal performance.

4. Public Service Competency

Public service competency involves a strong orientation towards public services and a good understanding of applicable regulations and policies. Employee can provide the best service to the community, ensure community satisfaction and improve the positive image of the organization. Employees who have good public service competencies can handle various public requests and complaints with professionalism and empathy, which ultimately increases public trust in the Jember Regency Regional Revenue Management UPT.

Does work discipline play a role in improving employee performance at the Jember Regency Regional Revenue Management UPT?

Work discipline plays a crucial role in improving employee performance at the Jember Regency Regional Revenue Management UPT (PPD). The following are several aspects of work discipline that play an important role in ensuring employees work optimally:

1. Timing:

Timeliness is one of the clearest indicators of work discipline. At the Jember Regency Regional Revenue Management UPT, implementing digital attendance using finger print is one of the first steps to ensure timely employee attendance. By having fixed attendance times, employees are expected to be able to start and complete tasks according to a predetermined schedule, thereby increasing productivity and work efficiency.

2. Compliance with Rules and Procedures:

Compliance with operational rules and procedures is essential in maintaining organizational performance. At the Jember Regency Regional Revenue Management UPT, this compliance is implemented through a set time for coming to the office and completing tasks. Employees who arrive on time and follow existing procedures can ensure that the work flow runs smoothly. Apart from that, compliance with rules also creates an orderly and predictable work environment, thereby minimizing disruptions that can hinder productivity.

3. Timely Completion of Tasks:

Discipline in ensuring each task is completed on time is also very important. At the Jember Regency Regional Revenue Management UPT, this is realized through activities such as the active coordination data collection section and matching data related to P-AP objects for FY.2024. By setting clear deadlines and ensuring employees adhere to these schedules, organizations can achieve the targets that have been set

4. Conclusion

The HR information system plays a role in improving employee performance at UPT Jember Regency Regional Revenue Management. The HR information system plays an important role in employee performance, namely attendance using FC ID finger print because digital attendance recording is one of the first steps to improving the performance of employees at UPT PPD jember.

Employee competency plays a role in improving performance at UPT Jember Regency Regional Revenue Management Employee competency plays an important role in improving performance at UPT Jember a) Interpersonal competency (active joint operations and socialization of superior service schedules). b) Leadership competency (Jember coordinator performance evaluation meeting). c) Personal competency (optimization of external services to collect motor vehicle tax arrears). d) Public service competency (mobile samsat)

Work discipline plays a role in improving employee performance at the Jember Regency Regional Revenue Management UPT. Work discipline plays a very important role

in improving employee performance, timeliness, compliance with rules and procedures and ensure tasks are completed on time. a) Determined time (digital attendance). b) Compliance with rules (determinations time to come to the office and complete tasks), c) Ensure each tasks are completed on time (active data collection section, coordination and matching data

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